

DD/M&S Registry
File *Public Relations*

Chief, Information Systems
Analysis Staff
[redacted]

AT

Gail:

Per our discussion, please redo this for
the approval of the DD/M&S.

FJD
LJD

Atts

Executive Officer to the DD/M&S
[redacted]

4 Apr 74

STAT

STAT

EO-DD/M&S [redacted] kmg (4 Apr 74)

Distribution:

- Orig RS - Adse w/O of Atts
- 1 - DD/M&S Subject w/Xcy of Atts
- 1 - DD/M&S Chrono

Atts: Undated draft memo to S/CIA MC fr DD/M&S, subj: Channels and Procedures for
Handling Requests from the Public (originated ISAS)
Note to HLB via JFB fr LJD dtd 7 Mar 74, subj: Procedures for Handling Requests from the
Public

MEMORANDUM FOR:

Ship: -

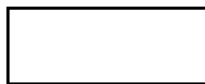
STAT

*Re do the paper for my
signature for approval,*



*to submit paper +
concurrence by Asstt DCI and
DDI*

STAT



(DATE)

DD/M&S Registry
File *Public Relations*

Chief, Information Systems
Analysis Staff
[redacted]

AT

Gail:

This was discussed with the DD/M&S on 11 March 1974, and it was agreed that there should be a single point of contact on handling requests from the public. It was thought, however, that this should be someone in the public image, and the thought was expressed that this might be Angus Thuermer. If there is more information on this topic, in terms of background studies, you might forward the material and the matter might be discussed. At this point the DD/M&S is reluctant to proceed along the line you suggested, especially since there is a manpower shortage.

17D
LJD

Att

STAT

Executive Officer to the DD/M&S
[redacted]

11 Mar 74

STAT

EO-DD/M&S [redacted]:kmg (11 Mar 74)

Distribution:

- Orig RS - Adse w/Origs of Atts *by hand*
- ~~1~~ - DD/M&S Subject w/Xcys of Atts
- 1 - DD/M&S Chrono

Atts: Undated draft memo to S/CIA MC fr DD/M&S, subj: Channels and Procedures for Handling Requests from the Public (originated ISAS)
Note to HLB via JFB fr LJD dtd 7 Mar 74, subj: Procedures for Handling Requests from the Public

~~Administrative - Internal Use Only~~

7 March 1974

8 MAR 1974

NOTE FOR: Mr. Brownman via Mr. Blake

SUBJECT : Procedures for Handling Requests from the Public

STAT

I talked to [] about the attached draft memorandum, and he indicates that there has been some pressure from the Deputy Director for Intelligence to implement the proposal. The basic memo will have to be rewritten because of the paragraph 3 format problem, but it has been informally coordinated with both the Assistant to the DCI and the DDI. I also feel that this program will impact to some extent on the activities and procedures of Ben Evans, Executive Secretary.

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[] states that he leans towards referral to the CIA Management Committee, but apparently there was some suggestion by Jack Blake that the procedure could be established on the basis of agreement between ISAS, DDI, and Assistant to the DCI. Unless you feel otherwise, I would suggest that the paper be rewritten for DD/M&S signature, be formally coordinated with DDI and Thuermer, and then be referred to the Management Committee.

D

LJD

Att

Draft memo re subject

~~Administrative - Internal Use Only~~

This original of a memo sent up by [redacted]
informally. Copies are being held in ISAS, and
when the original is ret'd to ISAS, they will send
up whole pkg. to DDM&S Formally.

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Channels and Procedures for Handling Requests from the Public

FROM: C/ISAS	EXTENSION 	NO. DATE STAT <p style="text-align: center;">1 March 1974</p>		
TO: (Officer designation, room number, and building)	DATE <table style="width: 100%; border: none;"> <tr> <td style="border: none; width: 50%;">RECEIVED</td> <td style="border: none; width: 50%;">FORWARDED</td> </tr> </table>	RECEIVED	FORWARDED	OFFICER'S INITIALS COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
RECEIVED	FORWARDED			
1. DDM&S Tube: BK-4		Skip, This is the study I mentioned dealing with the establishment of a central contact with the public on requests for CIA informational services. The study is in the format of a Management Committee paper but that can be easily changed. <div style="border: 1px solid black; width: 150px; height: 60px; margin: 10px auto; text-align: center;">STAT</div> <div style="margin-top: 20px; text-align: center;"> <i>It has been informally coordinated but not formally.</i> <i>H.</i> </div>		
2. Secretary, CIA Management Committee				
3. DDM&S 				
4. C/ISAS 				
5. 				
6. 				
7. 				
8. 				
9. 				
10. 				
11. 				
12. 				
13. 				
14. 				
15. 				

MEMORANDUM FOR: Secretary, CIA Management Committee

FROM : Deputy Director for Management
and Services

SUBJECT : Channels and Procedures for Handling
Requests from the Public

1. Action Requested: Approval of a proposal for the establishment of a central point in the Agency for the receipt of requests from members of the public for copies of Agency documents, maps, or other informational services, with responsibility for logging, assignment of action offices, correspondence, and related duties.

2. Basic Data: Requests from members of the public for Agency documents, maps, or other information services are processed in a somewhat chaotic manner today. Such requests are being received, either directly or by referral from other agencies, by the DCI, the Assistant to the Director, the Information Systems Analysis Staff, the CIA Library, and other Agency components too numerous to mention. The lack of any central point for the receipt of and follow-through action on such requests has resulted in a lack of management control over the activity. Requests have gone unanswered or the responses have been unduly delayed, and it has been difficult, if not impossible, to fix the responsibility for delinquencies. Moreover, there has been a lack of consistency in the Agency's degree of responsiveness which can be attributed to the decentralized manner in which requests are handled. Needless to say, failures to respond in a timely, forthright fashion have marred the Agency's public image and, on occasion, have even led to complaints to Members of the Congress. The situation should not be left uncorrected. Orderly procedures must be introduced in the interest of sound management practices and in order to promote the Agency's image as an efficient and responsive organization.

It is therefore proposed that in the future all requests from private citizens or organizations for copies of Agency documents, maps, or other information services be routed to the Chief, Information Systems Analysis Staff

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Headquarters Building). The Chief, Information Systems Analysis Staff, shall log in the requests, assign action responsibilities, fix suspense dates for responses, relay the requests to the appropriate action components, provide guidance when needed, and, in general, ensure that the transactions are handled in accordance with the requirements of law and Agency policy. When an acknowledgement letter is appropriate, the Chief, Information Systems Analysis Staff will prepare and forward. Upon completion of processing, outgoing correspondence shall be prepared for the signature of the Chief, Information Systems Analysis Staff and forwarded to him, along with any materials to be sent to the requester, for review and signature. Missed suspense dates will trigger follow-up phone calls to the action components from the Information Systems Analysis Staff. Successive failures by a component to meet assigned deadlines, or a history of non-compliance with established procedures, will be brought to the attention of the Deputy Director having jurisdiction. The Chief, Information Systems Analysis Staff, shall maintain case files on all transactions. He will, in addition, be responsible for the collection of copying and research fees for services rendered, in accord with OMB Circular A-25.

Certain categories of requests for which there are established and effective channels and procedures are to be excluded from the centralized system. These include, but are not limited to: inquiries, requests for brochures, etc., from job applicants and prospective applicants, or from annuitants and their relatives; contacts with representatives of the news media; and inquiries from the Congress. Other types of requests which require special handling should be called to the attention of the Chief, Information Systems Analysis Staff, and, with his approval, be excluded from the centralized system. Exclusions should cover contractors, and long-established academic contacts. Copies of any correspondence covered by these exclusions should be forwarded to the Chief, Information Systems Analysis Staff for his central file.

3. Staff Position:

4. Recommendation: It is recommended that the Chief, Information Systems Analysis Staff, be charged with responsibility for serving as the central point in the Agency for coordination of responses to requests from members of the public for copies of documents, maps, and other informational services; and that an Agency Notice be promulgated to apprise all components of the new procedures and the actions required on their part.

HAROLD L. BROWMAN
Deputy Director
for
Management and Services

CONCURRENCE:

.....

Assistant to the Director Date

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Deputy Director for Intelligence Date

APPROVED:

DISAPPROVED:

Distribution:

Orig - Ret to C/ISAS via DDM&S
2 - DDM&S
1 - A-DCI
1 - DDI
11 - Management Committee